

Agenda for Employee Meeting

Teamwork and Customer Service is #1 in 2003

I. Teamwork

A. Learning stage

- New Computer System
 - Routing is being changed – different area everyday
 - New appearance on Invoices and Work Orders
 - **Service Calls** is a new feature
- New Staff
 - Still learning the job and business
 - Internal changes – policies/procedures

B. Respect and honesty

- Tools and Supplies
 - If you use it – put it back in the correct location
 - If something breaks – immediately advise
 - If you see supplies running low – advise
- Need help?
 - Ask
 - Do **not** steal
- Be **honest**. Treat people how you want to be treated.

C. Improvements

- If you have an idea or suggestion – little or big
 - Always open to hear them from **anyone**
 - Write them down and/or tell Renée or Laurie
 - Complaining does not get results. Ideas Do!

II. Paychecks

A. Time based on **hundreds** of a minute

B. Hours incorrect

- Did you calculate in hundreds?
- Bring to Ed's attention-bring copy of hours with you

III. Daily Worksheets

- A. Name and Date filled out at the top
- B. Customer Name and Account number
 - Beebe Lewes is not sufficient (there is 4 Beebe's in Lewes)
- C. Work performed – state if work has been Completed or Not
- D. Materials – **include all materials used if its been completed or not**
- E. Time In and Out per Job/Customer
- F. Lunch – must include Time In and Out
- G. Hours – must include Time In and Out for the day
- H. Turn in at the end of the day

IV. Invoices

- A. Must have an Invoice per Customer per Job
 - Bring to Renée or Laurie's attention right away – we will print one out for you.
 - Out in the field? Radio or call us – we will give you account number and Customer's name. We will put the Invoice in your box.
- B. Read directions **always**
 - Rounds could change from whole lawn to front lawn
 - If it does not state area – it will be **whole lawn**
- C. If you think Invoice is **wrong**
 - STOP – do not continue doing job
 - CALL office – advise us of any facts you know
- D. Turn in **all** Invoices at the end of day – complete or incomplete

V. Purchase Orders/Returns

- A. Name of Vendor/Supplier
- B. Date
- C. Quantity and Product name
- D. What is it for?
 - **Always** include the Name and Year of the Truck/Equipment that the PO is for (multiple equipment can be on one PO)
 - If you do not know – ask someone
- E. Price

VI. Radio

- A. Make sure radio is on Georgetown 1
 - B. Ask for **Office** before Ed – 9 out of 10 times, we can help you
 - C. Page 2 or 3 times – we could be on the phone or away from our desks to hear the first time
 - D. **Always** be professional on the radio – Customers could be in the office and could hear you
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VII. Tardiness

- A. Call if you are going to be late – reason must be **acceptable**
 - After 5 minutes – will be considered late
- B. No call
 - First time – written warning
 - Second time – probation
 - Third time – termination

VII. Absence

- A. Approved Time Off
 - Fill out **Request Vacation** form for approval
 - This form can be used for doctor, dentist, vacation, etc
- B. No Show and No Call
 - First time – written warning
 - Second time – probation
 - Third time – termination